Prevention & Early Intervention Services

Market Engagement Event
29 & 30 November 2023

Striving for excellence

www.enfield.gov.uk

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Agenda and Running Order

- 09:00 Arrival
- 09:15 Welcome & Introductions
- 09:30 Presentation by Adult Social Care
  - Purpose of today's exercise
  - Borough Profile
  - LBE Demographics - Resources
  - Prevention & Early Intervention
  - Target Population
  - Key Stakeholders / Strength-Based Approach
  - Our Priorities & Vision
  - Challenges & Pressures
- 10:00 Q&A
- 10:15 Break
- 10:30 Presentation: Procurement Overview
  - Timetable, Preparation
- 11:00 Q&A

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Purpose of today's exercise

To gain further engagement on Enfield's Prevention and Early Intervention offer

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Borough Profile

Enfield's population is estimated to be **330,000** (2021 Census).

Estimated **31%** of Enfield residents are White British and **69%** of other ethnic groups.

In 2019 Enfield ranked as the 74th most deprived borough in England, **9th most deprived in London**

Enfield's **Mortality rate** (all ages) was **lower in Enfield** in 2021 than in England and UK overall.

Adult social care support over 3,500 residents

We have over 650 VCS organisations serving LBE

5.3% of adults over 65 have been diagnosed with **dementia** – the highest prevalence in London

13% of population are **over 65** (Census 2021)

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Understanding Enfield's Demographic & Strategic Context - Resources

- LBE's Market Position Statement (online and currently under refresh)
- Supporting Independence Strategy 2023-27
- Joint Strategic Needs Assessment
- LBE's Investing in Enfield
- Healthy & Safe Communities
- People At The Heart of Care
- Enfield Borough Profile

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Prevention and Early Intervention

- Committed to working with providers across Voluntary and Community sector to facilitate a high-quality, vibrant market equipped to support independent living.

- Enfield is proud to accommodate over 650 Voluntary and Community Sector Organisations, that provide a wide array of services.

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Target Population

So who are we supporting?

- The future Prevention & Early Intervention Services are intending to support **Enfield Borough residents**, particularly those residents requiring prevention and intervention services to support avoidance or delay of care needs.

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Key Stakeholders

- Stakeholders = End Users
- VCS Organisations
- Integrated Care Board
- Public Health

Strength-Based Approach

- Focus on strengths, not on weaknesses.
- Holistic and Multi-disciplinary
- Working with the individual to promote their wellbeing
- Outcomes led

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Our Priorities and Vision

- Maximise potential and independence
- Support to make informed choices
- New ways of working (strength-based)
- Deliver joined-up services which focus on the whole person and family/social networks
- Supporting vulnerable people to help them get to where they want to be
- Develop and deliver the right services, in the right place at the right time
- Help people to stay healthier for longer
- Deliver value for money
- Act and learn from feedback to develop and improve services

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Our Priorities and Vision…contd

- Prevent escalation of care needs
- Information & Advice
- Range of high-quality services
- Flexible and accessible options
- Supporting independence & inclusion
- Improve accessibility and provision of advocacy services
- Safe and appropriate discharge from hospital
- Inclusivity of a digital society
- Supporting use of Assistive Technology

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Key Challenges and Pressures

The Challenge	Responding to Challenge
• Escalating cost of care →	Increase use of Assistive Technology
• Housing pressures →	Provision of new Extra Care accommodation at Reardon Court Working with the private sector
• Cost of living crisis →	LBE's Welfare & Benefits Advice Service/Food Pantries

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Key Challenges and Pressures

The Challenge	Responding to Challenge
• Increasing Older Population aged 65 +	Innovation, Partnerships and efficiencies. Stronger links with Health.
• Increased demand across ASC of people living in the community aged 18 - 65	Early Intervention and Co Production work
• Rising Cognitive Impairment	Solution Focused, Strength Based Approaches
• Workforce Pressures	Prevention and Demand management

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Engagement Residents Feedback

Enfield where services are needed

- Edmonton
- Enfield North
- Enfield Highway
- Enfield Island Village
- Freezywater
- Palmers Green

More services required

- Form filling (In-person support)
- Blind Community
- Deaf Community
- LGBTQ Community
- People in the process of gender reassignment
- Mental Health illness
- Bereavement Support
- Benefits /Winter Fuel
- Advocacy

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Engagement Workforce & Stakeholder Feedback

Workforce

- Need for increased Support for residents with Mental Health illness and their carers and families
- 78% agree VCS organisations align the goals to advocate clients rights and empowerment
- 80% agree VCS services are valuable partners, bringing unique resources community connections and specialised knowledge
- 68% feel VCS Services have in depth knowledge of community needs and resources
- LD service users feedback that VCS orgs are beneficial

Stakeholder

- Enfield has a very strong VCS who go above and beyond to support the needs of residents, without whom residents would find it difficult to navigate the Health and Social Care pathways
- We need to think about how we can support newer communities in the borough
- Enfield should consider a specific service for the deaf community

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Key Aims

To support the delivery of the Council's statutory duties under the Care Act 2014 and help ensure that people who live in Enfield:

• receive services that **prevent** their care needs from becoming more serious or delay the impact of their needs.

• can get the **information and advice** they need to make good decisions about care and support.

• have a **range of provision** of high quality, appropriate services to choose from to support their independence, health and wellbeing.

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Key Areas For Consideration

Include:

- Supporting Unpaid Carers

- Supporting Independence & Inclusion through early intervention

- Advocacy

- Recovery from illness and safe and appropriate discharge from hospital

- Information & Digital Inclusion

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Any Questions?

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Tea/coffee break – 15 mins

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Procurement Team Presentation

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Indicative Procurement Timetable

Key Actions	Date
Council publishes a Prior Information Notice on Find a Tender service portal	2 November 2023
Council publishes an Early Engagement Notice on the Contracts Finder portal, along with the LTP	2 November 2023
Receipt of SMT Questionnaires	8 December 2023 @12:00
Market Engagement Event (face-to-face & virtual)	**29 & 30 November 2023**
Follow-Up Meetings (if requested by the Council)	Dec 2023 - Jan 2024
Market Engagement phase concludes	January 2024
Proposed procurement process commences	Spring 2024

Please Note: *This timetable is indicative only. Whilst the Council does not intend to depart from the timetable, it reserves the right to do so at any time.*

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Preparing for contract opportunities

- Register on e-Tendering portals, typically free to register (see penultimate slide)
- Financial Statements – current and readily available
- Know your experience, resource and capacity to deliver

Sub-contracting or partnership / consortium considerations:-

- Do you need to? And if so, who with?
- What type of arrangement / form?
- Who will take the lead and take contractual responsibility?
- Legal advice?
- If applicable, be sure to think about such aspects as early as possible

Note: A single legal entity is required to enter into an awarded contract

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Bid Evaluation – Key Stages

Criteria for the rejection of candidates

- Criminality; Bankruptcy; Grave misconduct etc

Economic and Financial Standing

- Relevant and proportionate requirements (such as Suitable Turnover Level, At least two years audited accounts, acceptable financial indicators and ratio analysis etc)
- Self-certification where applicable – for example, insurance, policies & procedures

Technical and Professional ability

- Relevant and demonstrable experience, backward looking
- Demonstrable experience / past track records and references to verify (where appropriate)

Evaluation (Award) Criteria

- Price : Quality criteria
- Forward looking – Council seeking clear evidence and methodology as to how you will deliver its requirements

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Key tips when bidding (1)

Do:

- Ensure you fully understand the Council's requirements and the evaluation methodology; this should influence time and effort in preparation of your responses – **ask for clarification if in doubt!**
- Make sure you answer the questions asked and match your responses to the requirements of the Specification and pre-determined criteria
- Be clear, compliant and concise throughout your bid; clearly communicate how you will meet the Council's requirements. Provide robust evidence to substantiate any claims made within a response
- Proposed methodology: clearly show who does what, why, when, how and explain the benefits from the Council's perspective
- Offer innovation and demonstrate added value (e.g. identify and demonstrate clearly your capability and the innovation of your offer (USP))
- Ensure you demonstrate how you would deliver social value, sustainability and ethical practices
- Have someone else review your bid before you submit (to make sure it makes sense to them)
- Allow plenty of time to upload your proposal – avoid last minute submissions

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Key tips when bidding (2)

Don't:

- Fail to provide the requisite information or to follow the instructions
- Fail to answer the question asked, whereby a poorly constructed or generic response fails to address the specification and relative award criteria
- Understate your unique or key selling points (**even if we are aware of what you do**) – avoid complacency!
- Be inward focused (know your market - form supply chains or sub-contracting arrangements where appropriate)
- Make assumptions, or promises/claims that you can't deliver
- Exceed page/word limits, or submit in alternative formats - be compliant!
- Attach materials unasked for.

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Tips for local organisations

Where appropriate, you may look to emphasise some of the following elements, relevant to the subject matter / requirements of the Service - for example:

- Responsive? - leading to better, quicker and a more flexible offer for the Council
- Specialist local knowledge (e.g. of local issues and challenges)
- Improved environmental impact with shorter travel distances; potential economies of expenses and lower carbon footprint
- Commercially competitive (e.g. lower cost base)
- Commitment to sustainable procurement (e.g. investing in local supply chains, employing local people)

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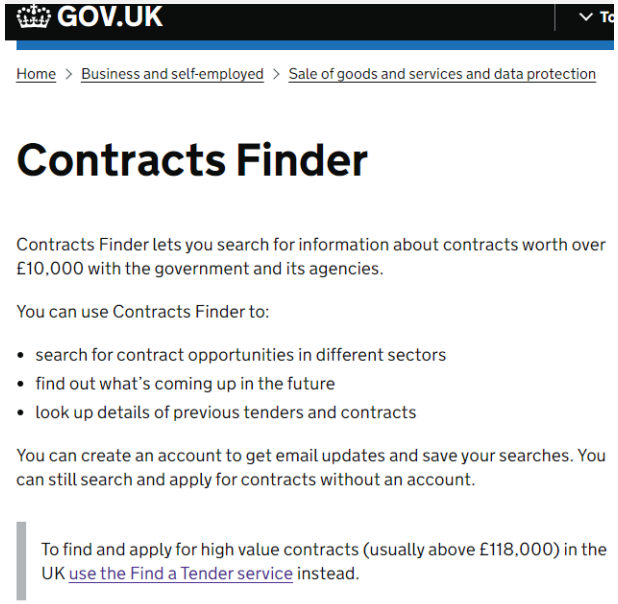
Procurement Portals

London Tenders Portal:
https://www.londontenders.org/

Find a Tender:
https://www.gov.uk/find-tender

Contracts Finder:
https://www.gov.uk/contracts-finder



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Q&A